

Safeguarding Adults Procedure

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Safeguarding Adults Procedure

- Services must produce and maintain an up-to-date list for Adult Protection and Safeguarding. This list should contain the names and contact details of senior staff/ managers within the service, within the Area and the relevant contacts within external agencies such as Local Adult Safeguarding Boards. This list should also be made available for the people we support, and their families and carers in the introductory guide to the service.
- All staff working with individuals we support will receive Safeguarding training procedures within their induction period (within 90 days of commencing employment) and this should be regularly reviewed and updated through formal or informal training within 13 months of the last training date.

- All staff should have access to an up-to-date Serious Incidents Escalation Protocol and flowchart (**SO-0194-011-0823**) showing the reporting procedure.

Following an Incident or Concern

- Seek to ensure the individual we support is safe. Ensure the concerns that have been raised are considered fully.
- Concerns must be reported to management verbally if they are working on shift or contact on-call if no management present as soon as possible. A written record must then be produced by the person who has observed or witnessed the incident or concern either first hand or been told by the person that we support.
- Photographs should **not** be taken of any injuries to a person that we support, unless specifically requested by Police, health professionals or the Local Authority safeguarding team. Instead, Body maps should be completed along with specific description (e.g. 'bruise the size of a 50p coin on the crest of the right hip bone, dark purple in colour').
- On no account should staff make physical examinations or pursue enquiries beyond making their initial report.

Involving the Person we Support and Families, Deputies and Guardians

- Where there is a safeguarding concern about a person, staff must consider the person's wishes and feelings, however these are communicated.
- A person considered to lack mental capacity in relation to safeguarding concerns still has a right to have their wishes and feelings taken into account. Mental incapacity should not be considered a justification to not involve a person in decisions about their life.
- People we support should be given the tools and opportunity to be fully involved in decisions about their lives.
- People we support should be given the tools and opportunity to tell staff what they would like to happen and who they would like to know about a concern.
- There may be times when it is necessary for NAS to go against the wishes and feelings of a person we support, for example where there is criminal concern or a wider risk to other people we support or the public. If so, this will be explained to the person.
- Where the intervention of an external agency is needed, this intervention is far more likely to be successful if the person we support is engaged with and consents to this involvement.
- Families should be communicated with as soon as possible if there is a safeguarding issue concerning their family member, unless this would put the victim at further risk of harm or the person we support has capacity and chooses not to inform family members.

- Deputies and Guardians have a higher legal duty to be involved in decisions about a person's welfare.

Internal and External Reporting

- If staff member/volunteer observes or is made aware of a safeguarding concern, they have a professional responsibility to bring this to the immediate attention of their manager or appropriate senior staff and the NAS Safeguarding Team.
- The necessary next steps and any external reporting will be decided in collaboration with the Service Manager, NAS Safeguarding Team, and relevant regional leads.
- The NAS Safeguarding Report Form (**SO-0194-005-0823**) should be used to report information to the NAS Safeguarding Team, to seek to ensure that all decision making is based on accurate information and that information regarding the incident is correctly logged centrally.
- The NAS Safeguarding Team email (notifications.safeguarding@nas.org.uk) should be used to do this rather than sending to individual members of the NAS Safeguarding Team.
- For serious or critical incidents, the Service Manager must follow the procedure detailed in the NAS Adult Services Escalation Protocol (**SO-0194-011-0823**) and the NAS Safeguarding Team should be notified immediately via an email marked as 'URGENT' sent to notifications.safeguarding@nas.org.uk
- Any medication errors should be reported to the NAS Safeguarding Team under the usual safeguarding reporting procedures using the [Medicines Error and Near Miss Report](#) form.

Protecting the Person we Support

- Risk assessments, PBS plans, and support plans for the person we support must be reviewed and updated following an incident as part of the protection plan. Copies of these may need to be submitted to the Local Authority.

Internal Investigations

- The decision to undertake an internal investigation will be made in collaboration with the Service Manager, NAS Safeguarding Team, relevant regional leads, HR, and the NAS Incidents and Complaints Team.
- Where concerns have been reported to external agencies such as the Police, internal investigations will only start once they have authorised this. This ensures that an internal investigation by NAS will avoid any risk of compromising evidence or witnesses needed to pursue a criminal investigation or prosecution.
- In some circumstances, basic fact finding will take place to help to determine whether there is any foundation to the allegation or concern, being careful

not to jeopardise any future Police investigation. The fact finding may consider:

- Was the individual at the alleged location at the day/time
- Did the individual or could the individual have come into contact with the person we support as alleged
- Are there any witnesses or CCTV
- If further safeguarding concerns or criminal activities are identified during the course of an internal investigation, these should be reported immediately to the investigation's commissioning manager and the NAS Safeguarding Team, to share with the Police or Local Authority as appropriate.
- Where an investigation relates to a staff member, staff members are owed a duty of care and should be treated fairly, honestly and without discrimination. They should be provided with support, by an appropriate senior member of staff who is not involved in any part of the investigation throughout the process and all staff have access to the [Employee Assistance Programme](#).
- Staff must respect the confidentiality of investigations but are reminded that they must co-operate fully with any enquiry that may be necessary.

Whistleblowing and Escalation

- Staff reporting a safeguarding concern should be advised that matters are being followed up as appropriate.
- Those reporting a concern need to be made aware they may not know the details or stages of an investigation due to confidentiality and data protection but may be advised of the outcome on conclusion of an investigation.
- If staff are concerned that something they have reported has not been appropriately acted on or resolved, they can escalate their concerns as appropriate to:
 - The NAS Safeguarding Team
 - The relevant Assistant Director
 - The relevant Director
 - SafeCall (see below)
- All staff have access to SafeCall as an alternative method to raise a concern confidentially via phone: 0800 915 1571 or email: nas@safecall.co.uk

Outcomes and Learning

- Where concerns have been reported to Local Authority Safeguarding team, an outcome should be received. It is important the Service receives this information, in order to inform actions and learning. This information should be passed onto the NAS Safeguarding Team via email and added to the service safeguarding records.
- If a staff member or service is not satisfied with the response (or lack of response) from external agencies, this should be challenged and/or

escalated in accordance with the appropriate local procedures. The NAS Safeguarding Team can support with this.

- Where relevant, the Service Manager should use the Risk Assessment process to prevent reoccurrences of similar incidents.
- We need to ensure we are reflecting and learning from past cases, and service or organisational changes may need to occur following investigation or review of a case.

Appendices to be Used by All Adult Services

- SO-0194-005-0823 Adult Services Safeguarding Report Form
- SO-0194-008-0823 Types & Indicators of Abuse
- SO-0194-011-0823 Adult Services Escalation Protocol
- SO-0194-015-0823 Adult Services Reporting Threshold Document

Reporting Flowchart

